



# CONFLICT RESOLUTION IN THE WORKPLACE



## LEARNING OUTCOMES

- Understand and recognize different conflict types in working environments.
- Develop communication skills for dealing with conflict in working environments.
- Develop empathy for solving conflict situations.
- Practice active listening that helps resolve conflicts.



## ACTIVITIES YOU'LL DO

- Energizer: Mirror Movement
- Group Discussion: Workplace Conflict Stories
- Conflict Resolution Methods & Empathy
- Role-Play Practice: Break Room Conflict
- Reflection & Peer Feedback



## CONFLICT TYPES

- Interpersonal Conflict (between individuals)
- Individual vs. Group (one person's needs vs. group decisions)
- Resource Conflict (lack of time, tools, or materials)
- Task Conflict (unequal distribution of work)
- Value Conflict (differences in beliefs or principles)





## CONFLICT RESOLUTION METHODS & EMPATHY

- Feeling angry
- Taking a deep breath
- State your emotional state ("My sadness comes from this situation").
- Listening actively
- Solving the problem as a team.



## KEY STEPS IN CONFLICT RESOLUTION

- Calm Down
- Speak Clearly
- Listen Actively
- Understand the Conflict Type
- Use Empathy
- Work Towards a Solution



## FINAL THOUGHTS

- Conflict happens – but it doesn't have to divide us.
- With calm, clear communication and empathy, we can turn tension into teamwork.
- Let's enjoy, share, and grow during today's session!





# THANK YOU !